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P.O. Box 1450
Alexandria, VA 22313-1450

Re: Lisa Watkins
530 East 169th Street, Apt. 3H
Bronx, NY 10456-2669
Our File No. LS664152

Dear Sir or Madam:

This office has been contacted by Ms. Lisa Watkins regarding her patent (no. 6,481,576)

Ms. Watkins informs us that she received her patent in 2002, and paid the required maintenance fee in 2009. Unfortunately, she no longer has a copy of the money order. When she subsequently went to your website and looked up her patent, she noticed that her patent had allegedly expired because she failed to pay the maintenance fee. She then called your office and spoke to a representative named Kyle. He informed Ms. Watkins that an error had been made and that the problem would be corrected in three (3) to five (5) business days. Ms. Watkins contacted your office again to make sure that the matter had been corrected and spoke to a representative named Glenda and a supervisor named Shannon. Ms. Watkins advises us that Shannon told her that there was no representative named Kyle. However, Ms. Watkins still did not receive assurance that the problem had been resolved.

Accordingly, Ms. Watkins is requesting that you advise her in writing if your office has been able to locate her payment and as to the status of her patent. Your anticipated cooperation and prompt attention to this matter are appreciated.

Very truly yours,
FELDMAN, KRAMER & MONACO, P.C.

Henry Pon
Henry Pon

cc: Lisa Watkins

RECEIVED

NOV 25 2011

OFFICE OF PETITIONS



NASSAU OFFICE:
805 SMITH STREET
BALDWIN, NY 11510

BROOKLYN OFFICE:
335 ADAMS STREET, SUITE 2720
BROOKLYN, NEW YORK 11201

QUEENS OFFICE:
138-44 QUEENS BLVD.
BRIARWOOD, NEW YORK 11435

MANHATTAN OFFICE:
225 BROADWAY, SUITE 1900
NEW YORK, NY 10007

WESTCHESTER OFFICE:
30 GLEN STREET
WHITE PLAINS, NEW YORK 10603